Further to your information request please see your questions and our responses below:

1) How many parking fines did your council refund, after a successful appeal, in each of the following reporting years?
   - 2009/10
   - 2010/11
   - 2011/12
   - 2012/13
   - 2013/14

2) In £s, what was the total amount of the parking fines that your council refunded in each of the following reporting years?
   - 2009/10
   - 2010/11
   - 2011/12
   - 2012/13
   - 2013/14

3) What was the total extra cost to your council of refunding these parking fines (i.e. administration fees) in each of the following reporting years?
   - 2009/10
   - 2010/11
   - 2011/12
   - 2012/13
   - 2013/14

Response:

1. This is a section 17 refusal notice. The s12 (costs exceed the appropriate limit) exemption applies. The appropriate limit is set at 18 hours, or £450.00 charged at £25.00 per hour of Officer time. Based on the amount of cases allowed the amount of time required to provide such information would far exceed the appropriate limit. We would be looking at checking each individual case that has been cancelled each year which would take over 40 working hours.

2. The same applies as per paragraph 1 – this would mean checking each of the penalties issued in each financial year, as we are talking about around 30000 the time required to check just one financial year would be 2500 hours

3. We do not hold this information.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF
or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Ben Savage
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF